

# City MANAGER'S M E S S E N G E R



City of  
*Fayetteville*  
North Carolina

October 7, 2016

## CITY COUNCIL SCHEDULE

### 10/10/2016

City Council Regular Meeting, 7 p.m.,  
City Hall Council Chamber

### 11/7/2016

City Council Work Session, 5 p.m.,  
City Hall Lafayette Room

### 11/14/2016

City Council Regular Meeting, 7 p.m.,  
City Hall Council Chamber

## City Manager's Office

- At the Oct. 3 work session, City staff presented a list of recommended legislative priorities to City Council in an effort to solicit their input and recommendations for the 2017 Legislative Long Session. Staff will also be planning a meeting with City Council and our State Delegation in November or December.



## Corporate Communications

**Citizens' Academy:** The Citizens' Academy start time has been delayed until next week due to the hurricane. The good news is that we have met our target and have 55 residents enrolled in the course, up from the 43 we had last year. We had to cap the class size at 55 to keep it manageable.

**Hurricane Matthew preparations:** We conducted a Facebook live event with the Mayor and Scott Bullard earlier this week in preparation for Hurricane Matthew, as well as a press conference with the Mayor and Scott, as well as Chairmen Faircloth, Chief Davis, Chief Major and Mr. Trego. Corp Comm staff will man the County's EOC over the weekend to continue to push information to the media and the public in a timely manner. It will be done jointly with the County PIO. We have also created a special page for the residents at [www.fayettevilleNC.gov/hurricane](http://www.fayettevilleNC.gov/hurricane) to keep residents updated on the most recent information regarding City services and the overall situation across the City as it relates to the storm.

**Fayetteville OutFront:** This event was postponed last week due to flooding. We are in the process of rescheduling the event to a date later in October. More to follow once we settle on a date.

## Fire

- Fire Department staff attended the 16th Annual Cumberland County Emergency Services Memorial on Oct. 1 at 11 a.m. at 2201 Hull Road next to Cumberland Hall on the campus of FTCC. This annual event provides an opportunity to recognize those first responders from Cumberland County and Fort Bragg who have given the ultimate sacrifice protecting their communities.
- Suppression units responded to over 25 water rescue events during the evening of Sept. 28 and throughout the day on Sept. 29. Heavy rain flooded Fayetteville from a slow-moving storm. City crews responded to citizens' needs in low-lying areas and City staff marked off roads that were flooded, as well as directed traffic to safer routes. Several roads were affected by the flooding that included 405 Odom Road, 407 Cumberland St., Murchison Road, Durham Street, 418 Campbell Ave., Whitfield Street, Waterless Street, Taft Street, Ray Avenue and Maiden Lane at Festival Park, Bragg Boulevard and Rowan Street intersection, N.C. Veterans Park area, Filter Plant Drive and Hooks Street. An emergency shelter was also activated at Smith Recreation Center. A special thank you for all City employees that played a vital role in ensuring that our Citizens were protected.

(continued)

## **ADMINISTRATION PORTFOLIO (continued)**

### **Internal Audit**

- The Office of Internal Audit is continuing to work with the Permitting & Inspections and Information Technology departments on their management responses and related action plans for the Permitting & Inspections compliance audit completed in August 2016.
- The audit of Employee Development Travel and Training Expenditures is in progress for the following departments: City Manager's Office, Community Development, Economic & Business Development, Information Technology, Transit and Police.
- Since the City's 'Doing What's Right' campaign was featured on an episode of Fayetteville in Focus in September 2016, the Fraud Waste and Abuse Hotline has received two reports.
- The Office of Internal Audit is preparing for the first City of Fayetteville Audit Committee meeting scheduled for Oct. 20.

**Nothing Significant to Report: City Attorney's Office and Police**

## **OPERATIONS PORTFOLIO**

### **Airport**

- Runway 10-28 pre-construction meeting, Notice-to-Proceed planned for Oct. 17.
- Kristen Dwiggin, N.C. DOT Aviation Project Manager, visited the Airport to review projects prior to the pre-construction meeting. The Division of Aviation will assist to help us with a crack-filling project for the North GA ramp in 2017.
- Tailwind CEO Al Giaquinto recently toured the Airport. Tailwinds recently won the RFP for future food/beverage/gift concessions when the Airport completes terminal renovation Part I (phase 1&2) in the summer of 2018. Fayetteville will be Tailwind's 16th airport location in the U.S.

### **Environmental Services**

- Environmental Services CIP projects have been submitted and are being reviewed by Finance and Budget.
- The advertisement for the Environmental Services Director position closed Sept. 23. The assessment center and selection process will begin early to mid-October following the selection of the final candidate pool.
- All garbage and yard waste routes were collected on-schedule Sept. 29 despite the flooding and road closures that took place that day. Only two carts were not accessible that day because they were literally underwater. They were collected that Friday afternoon when the water receded.

### **Parks & Recreation**

- Fayetteville-Cumberland Parks & Recreation (FCPR) provided a tour for the Chatham County Parks & Recreation Director and the Chief Operations Officer of Chatham County Schools. Their intent is to pattern after FCPR and Cumberland County Schools (CCS) by proposing a joint-use facility as part of a new school construction project. Both were very impressed with FCPR's staff and operations and stated so in a follow-up email: "Thanks again and you all have much to be proud of in Cumberland County!"
- **Sports:** Forty-seven baseball teams participated at sites throughout the city and county in the most recent TOP GUN BASEBALL Travel Tournament. The tournament generated an estimated economic impact of \$434,000. Fall sports continue: Current registration numbers are as follows - Football (1,176 players/62 teams); Soccer (1,985 players/172 teams); Volleyball (332 players/29 teams); Fall Softball (126 players/eight teams) and Fall Baseball (295 players/22 teams).
- Youth delegates from the Fayetteville-Cumberland Youth Council attended the State of the Community Luncheon on Sept. 21 at the Crown Coliseum. This event provides our youth the opportunity to network with civic, business, political, education and military leaders from across the county.

**Nothing Significant to Report: Transit**

### Permitting & Inspections

- **Timing:** 86% of all inspections last week occurred in 1-business day or less from time of request, with 17% occurring the same day of the request. 100% of all inspections were completed within 2-business days of request for the week of Sept. 26-30. The number of inspection stops does not include inspections that were requested for future times outside of the 2-business day window or for cancelled inspections. The average wait time to reach a dispatch staff member to schedule an inspection, for all queues, was 33 seconds. The average time to schedule an inspection, once connected to a dispatch staff member, was 2 minutes, 8 seconds for the week of Sept. 26-30.
- Construction values for the week of Sept. 26-30 totaled \$2,400,773.04 with \$1,295,852.04 in new residential & residential renovations, \$1,082,371 in new commercial and commercial renovations and \$22,550 in other permits (swimming pools, fences and other structures, i.e. cell towers, retaining walls, etc.)
- Staff completed five commercial plan reviews last week and currently has 47 commercial projects in plan review.

### Planning & Code Enforcement

- The first Haymount future land use public input meeting was held on Thursday, Oct. 6.

### Community Development

- **Targeted Area Revitalization Program (TARP):** The Community Development Department is finalizing the details for the Target Area Revitalization Program. This new initiative of the 2016-2017 Action Plan is designed to encourage the exterior rehabilitation, renovation and preservation of existing residential structures, and to demolish dilapidated structures contributing to blight within identified targeted areas. The current identified targeted areas consist of B Street/Lincoln Drive areas and Bonnie Doone. The goal of the program is to improve the neighborhood environment and quality of life for the residents within the targeted areas. In an effort to assist citizens with the revitalization of their neighborhood, financial assistance in the form of grants are being offered to property owners within the targeted areas. Financial assistance up to \$10,000 is available to owner occupants for exterior rehabilitation assistance. A \$10,000 matching grant is also available to investor owners to revitalize the exterior of their investment properties. Up to \$7,500 in grant funding is available to demolish dilapidated housing structures; additionally \$5,000 is available to acquire the vacant lot once demolition is complete. Community Development will also partner with Community Development Housing Organizations (CHDOs) to construct affordable single family homes on City-owned vacant properties. Other housing programs offered by the Community Development Department include: Owner-Occupant Housing Rehabilitation Loan, Investor-Owner Housing Rehabilitation Loan, Emergency Home Repair, Mobile Home Urgent Repair and the Acquisition and Demolition Program.

**Nothing Significant to Report:** Economic & Business Development, Engineering & Infrastructure and Human Relations

### Budget & Evaluation

- Staff is supporting departments as they prepare project submissions in the new CIP/TIP portal in advance of the Oct. 14 submission deadline.
- Director is continuing to work with the City Manager's Office to support the City Council Baseball Subcommittee.

### Finance

- Payroll successfully completed its first payroll processing with an entirely new team. Also, there is upcoming training, in conjunction with the IT Department for FayPay SMEs and Final Approvers. AP personnel are continuing to learn and train AP processes. The Treasurer's office is preparing outstanding Debt Note, completing Fire Relief Fund report, working on Debt Payment Schedule and updating Debt Amortization Schedules. The Financial Report Team continues to work on closing the funds for FYE 6/30/16. They are preparing for the auditors' arrival the week of Oct. 10. The Collections team processed 1,354 transactions, with an average transaction value of \$1,360 in the month of September. There was a 0% error rate in total transactions.
- Baseball Stadium Financing Update:
  1. City Purchasing requested proposals from financial services firms interested in underwriting the bonds proposed to finance the Downtown Minor League Baseball Stadium. We received five proposals from the following: Bank of America Merrill Lynch, J.P. Morgan, PNC, Robert W. Baird & Co. and Wells Fargo.
  2. Based on the size of the proposed bond sale, we will need one firm to serve as senior manager and at least one additional firm to serve as co-manager. The senior manages the underwriting process (referred to as the book of business) and receives the largest allocation of bonds to sell. The co-managers receive an allocation of bonds to sell, but are less involved in the process leading up to the bond sale.
  3. The proposed schedule has changed slightly in that we would plan to have the interviews in early October and request City Council approval in November.

### SPA

- SPA has been working with departments to finalize FY16 performance data and project updates for the preparation of the FY16 Performance Annual Report and launch of TRACStat's public portal. ACM and SPA director met with Dr. David Ammons and Dr. Dale Roenigk of the UNC School of Government to review the City's performance program and methodology and to preview the performance TRACStat application: "Congratulations, Fayetteville. TRACStat is a remarkable tool for a well-informed citizenry." - David Ammons
- SPA Director is partnering with the Human Relations Commission and the Fayetteville-Cumberland Youth Council for strategic planning retreats in October. City Council Strategic Planning Retreat prep is ongoing. The Fayetteville-Cumberland Youth Council Strategic Planning Session, held Oct. 3, was a big success. The FCYC developed and prioritized elements for the Vision statement, Mission, Core Values, Goals and action plan. Over the next few weeks, they will work to finalize the plan and communicate it to the community.
- SPA finalized a data governance policy in a collaborative effort with IT, City Attorney's Office and Corporate Communications. The policy will be reviewed by SMT and considered by the CMO for approval in October.

### City Clerk's Office

- Staff had a very successful shredding event at the Grove Street facility. Thanks to the departments who participated in this purge. There were a total of 685 boxes, which weighted 8,680 pounds. This is the largest shredding since 2012. A special thank you goes to Brian Montgomery and John from Environmental Services! Brian organized the assistance that allowed us to finish around 11 a.m. If not for his planning and hard work, we would probably still be standing in the heat breaking down boxes. Staff also thanks Candice Martin and Debbie Beutelspacher, who hung in there to witness and break down boxes. It was a great team effort by everyone!

**Nothing Significant to Report: Human Resource Development, 1FAY Call Center and IT**